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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/072,465	02/06/2002	Carl R. Strathmeyer	042390p8943X4	1829
26529	7590	02/23/2005	EXAMINER	
BLAKELY SOKOLOFF TAYLOR & ZAFMAN/PDC 12400 WILSHIRE BOULEVARD SEVENTH FLOOR LOS ANGELES, CA 90025			LY, ANH VU H	
			ART UNIT	PAPER NUMBER
			2667	

DATE MAILED: 02/23/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)
	10/072,465	STRATHMEYER ET AL.
	Examiner	Art Unit
	Anh-Vu H Ly	2667

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) Responsive to communication(s) filed on 17 November 2004.

2a) This action is FINAL. 2b) This action is non-final.

3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) Claim(s) 7-15 and 24-34 is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5) Claim(s) _____ is/are allowed.

6) Claim(s) 7-15 and 24-34 is/are rejected.

7) Claim(s) _____ is/are objected to.

8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) The specification is objected to by the Examiner.

10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a) All b) Some * c) None of:

1. Certified copies of the priority documents have been received.
2. Certified copies of the priority documents have been received in Application No. _____.
3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)	4) <input type="checkbox"/> Interview Summary (PTO-413)
2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)	Paper No(s)/Mail Date. _____.
3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date <u>20040524</u> .	5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)
	6) <input type="checkbox"/> Other: _____.

DETAILED ACTION

Continued Examination Under 37 CFR 1.114

1. A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on August 16, 2004 has been entered.

Claim Objections

2. Claims 7, 12, 24, and 34, objected to because of the following informalities:

With respect to claim 7, in line 8, "the incoming caller" lacks antecedent basis. In line 9, "a user" should be changed to - -an user- -. In line 10, "the packetized telephone communications session" lacks antecedent basis.

With respect to claim 12, in line 1, "or the like" should be deleted.

With respect to claim 24, in line 1, either an article or a set of articles should be recited in the preamble but not "An article or set of articles".

With respect to claim 34, in lines 2-3, "the calling party" lacks antecedent basis.

Application is request to review and clarify all other ambiguities presented in the pending claims. Appropriate correction is required.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

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A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

3. Claims 7-15 and 24-34 are rejected under 35 U.S.C. 102(e) as being anticipated by Neyman (US Pub 2004/0179516 A1).

With respect to claims 7, 24, 26, and 27, Neyman discloses on page 4, 39th paragraph and Fig. 1, that IDRPs 35 is (application computer) connected to IP node 25 (gatekeeper) via data link 34 (packet data network), while IP node 23 is connected to an IDRPs 33 via a data link 24. IDRPs 33 and 35 are each running an instance of a CTI application suite known as T servers. An IDRPs is adapted to exert control over the functions of IP node 23 over the connecting data link. IDRPs monitors all activity of the IP node (arriving data packets, IP addresses, header information, etc...) and is also adapted to exert control functions over operations of the connected IP router (transmitting over a packet data network information pertaining to an incoming call indicative of telephony monitoring and control functions from an application computer to a gatekeeper). Neyman discloses in Fig. 1, the IDRPs 33 and 35 are distantly located from the call originators and call receivers 27 (the application computer being located separately from any of at least two nodes of the packet data network). Neyman discloses on page 6, 52nd paragraph, that incoming calls from either network, e.g., calls 21 and calls 27 are first processed at IVR 47. Depending on information obtained through interaction, it is determined how the calls will be routed. Such determinations are made by connected IDRPs according to enterprise rules (routing the incoming call through the gatekeeper to connected to a selected endpoint of the packet data network according to established rules and causing the packetized

telephone communications session between at least two nodes of the packet data network to occur). Neyman discloses on page 5, 45th paragraph, that information such as caller ID, call destination, purpose of call, priority of call, and so on, obtained through IVR 47 is communicated to respective nodes/switches and can be interpreted via IDR control (information the application computer of an identity of the incoming caller). Neyman discloses in Fig. 1, that workstation 71 is adapted to include PC/VDU's 79 for displaying information regarding the callers (providing to a user information relating to the incoming caller).

With respect to claims 8-9 and 25, Neyman discloses on page 5, 47th paragraph, CIS 69 is connected to LAN 75 and is therefore accessible to agents at workstations 73 and 71. CIS 69 contains stored information regarding callers such as addresses, credit history, product preferences, purchase history, and so on (determining the subject matter of the incoming call and obtaining information relating to the subject matter and displaying information relating to the caller and to the subject matter).

With respect to claims 10-11, Neyman discloses on page 5, 45th paragraph, different methods used to identify the callers such as voice response, touch tone, typed text, interactive options, etc... (utilizing indicia and/or caller's telephone number from the incoming call to identify the caller).

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With respect to claims 12-13, 15, and 30, Neyman discloses in Fig. 1, that workstation 71 is adapted to include PC/VDU's 79 for displaying information regarding the callers (displaying information on a monitor that is accessible to a user).

With respect to claim 14, Neyman discloses in Fig. 1, customer information system repository 69 for storing information regarding callers. Herein, the CIS 69 must include a call identifier column and a column for storing information regarding the call identifier (assigning an identifier for the incoming call and caching the incoming call in combination with the obtained information and call identifier for later retrieval).

With respect to claim 28, Neyman discloses in Fig. 1, that IP nodes 23 and 25 receive, process, and forward data packets (gatekeeper establishes the telephone calls between at least two endpoints in the data network).

With respect to claims 29 and 34, Neyman discloses on page 5, 45th paragraph, that information such as caller ID, call destination, purpose of call, priority of call, and so on, obtained through IVR 47 is communicated to respective nodes/switches and can be interpreted via IDR control (application computer is arranged to extract additional information from the caller and to present this information to the user).

With respect to claim 31, Neyman discloses on page 5, 45th paragraph, that IVR 47 is dedicated for the purpose of interaction with callers through known methods such as via voice

response, touch tone, or the like (communicate with the caller and the user via voice recognition and voice synthesis techniques).

With respect to claim 32, Neyman discloses in Fig. 1, workstation 71 is adapted to receive and display incoming calls (wherein the user is a called party).

With respect to claim 33, Neyman discloses on page 4, 39th paragraph and Fig. 1, that IDRPs 35 is (application computer) connected to IP node 25 (gatekeeper) via data link 34 (packet data network), while IP node 23 is connected to an IDRPs 33 via a data link 24. IDRPs 33 and 35 are each running an instance of a CTI application suite known as T servers. An IDRPs is adapted to exert control over the functions of IP node 23 over the connecting data link (application computer is configured to instruct a gatekeeper to initiate a call, and to await a message from the gatekeeper to complete the call). IDRPs monitors all activity of the IP node (arriving data packets, IP addresses, header information, etc...) and is also adapted to exert control functions over operations of the connected IP router.

Conclusion

4. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

Kikinis (US Patent No. 6,339,593 B1) discloses network telephony interface systems between data network telephony and plain old telephone service including CTI enhancement in the data network.

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5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Anh-Vu H Ly whose telephone number is 571-272-3175. The examiner can normally be reached on Monday-Friday 7:00am - 4:00pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Chi Pham can be reached on 571-272-3179. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

av1


CHI PHAM
SUPERVISORY PATENT EXAMINEE
TECHNOLOGY CENTER 2600 2/18/05